



Please deposit the completed survey in the drop box located at the front entrance on the second floor.



# Agapé Hospice Family Survey

We are honoured to be part of your loved one's journey at The Salvation Army Agapé Hospice. Our goal and commitment is to provide a supportive and comforting service to our residents and their loved ones.

Please take a moment to provide your confidential feedback regarding your ongoing experience at Agapé Hospice. Your input will help us enhance the care that we provide for our residents and loved ones, while striving to achieve our mission: *Led by Christian values, the community at The Salvation Army Agapé Hospice extends compassionate, holistic care and support to those experiencing the end of life journey.*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
1. If Agapé was toured prior to coming, the tour was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

## Care Team Communication (includes volunteers and staff)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
2. I feel the care team explains things in a way that is easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

3. I feel the care team listens carefully to me when I talk with them about problems with my loved one's care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments

4. I feel the care team keeps me informed regarding my loved one's condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments

## Care for My Loved One

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
5. The care team treats my loved one with dignity and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

6. I feel the care team really cares about my loved one.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments

7. The care team has asked me how much I would like to be involved in my loved one's care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments

8. I have met the Leadership Team and know how to contact them with any questions or concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments

## Providing Emotional Support

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
9. I receive the emotional support that I require from the care team.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

### Providing Support for Spiritual and Cultural Beliefs

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
10. I feel that my spiritual and cultural beliefs are valued and supported.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

### Information Continuity

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
11. I feel the care team consistently gives me clear and timely information about my loved one.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

### Overall Rating of Hospice

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
12. How would you rate your loved one's overall care experience at Agapé Hospice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

### Recommendation

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
13. I would recommend Agapé Hospice to my friends and family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

### Additional Feedback

14. What do we need to know about your loved one to give them the best care possible?

Comments

15. Did a particular staff member or volunteer impact you? How?

Comments

16. If you have had any concerns, were they resolved?

Comments

Additional Comments

We wish to express our sincere appreciation for taking the time to provide us with your thoughtful feedback. If you have any questions or concerns, please contact the Nursing Lead at 403-282-6588, ext. 236. Thank you.